



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Oneida Network Services, Inc.
for quarter ending March 31, 2011

| Performance Data | January | February | March | Quarterly Average |
|--|---------|----------|---------|-------------------|
| A. Operator Answering Time - Toll and Assistance [730.510(a)(1)] | 3.90 | 4.50 | 3.70 | 4.03 |
| B. Operator Answer Time - Information [730.510(a)(1)] | 9.10 | 12.10 * | 9.40 | 10.20 * |
| C. Repair Office Answer Time [730.510(b)(1)] | 0.04 | 0.04 | 0.03 | 0.04 |
| D. Business or Customer Service Answer Time [730.510(b)(1)] | 0.04 | 0.04 | 0.04 | 0.04 |
| E. Percent of Service Installations [730.540(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)] | 100.00% | 100.00% | 100.00% | 100.00% |
| G. Trouble Reports per 100 Access Lines [730.545(a)] | 0.00 | 0.00 | 0.68 | 0.23 |
| H. Percent Repeat Trouble Reports [730.545(c)] | 0.00% | 0.00% | 0.00% | 0.00% |
| I. Percent of Installation Trouble Reports [730.545(f)] | 0.00% | 0.00% | 0.00% | 0.00% |
| J. Missed Repair Appointments [730.545(h)] | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments [730.540(d)] | 0 | 0 | 0 | 0 |

Comments

*COS experienced abnormal answer times in February due to the combination of severe weather and new customer agents with a higher work time. They have taken corrective action through offering overtime shifts and additional training.



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